FSC-185-B

ROU Brief - 12/10/97

For: AVP/RSM/RBM/ROM/KAM/AM/DM/RM/AE/MC/PC/PRC/SC

CONTENTS

- New TPS System
- Non-Compliance Reporting Request Changes
- System Communication Outage Scheduled
- Automatic Sales Subscriber Reporting
- Retail Accrual Year End Issues

➡ *New TPS System*

(Contact: Chris Minner, #1642)

- New TPS system that each ROU has reviewed scheduled for implementation on Monday, January 5, 1998. Additional information will follow.
  - To prepare for data conversions necessary to implement TPS, each ROU should review and clean up as many draft errors as possible by Friday, December 19. Any remaining draft errors will automatically be rolled into the new TPS system.
  - Effective immediately, new TPS will be inactivated for ROU testing.

➡ *Non-Compliance Reporting Request Changes*

(Contact: Chris Minner, #1642)

- Per field sales request, screens for requesting non-compliance reports have been enhanced for clarification of available reporting options. Format of report and request options remain the same, only wording of request options has been expanded to provide more clarity.

➡ *System Communication Outage Scheduled*

(Contact: Chris Minner, #1642)

- A system communication outage has been scheduled for Friday, January 2, from 7:00 AM EST until Saturday, January 3, 7:00 AM EST. Outage includes all sales and retail rep communications, all field sales e-mail, all dial-up manager communications with the exception of dial-up connection to SIS.
- Sales and Retail Reps are encouraged to communicate after the outage on Saturday, January 3 or Sunday, January 4, to insure all 1998 hand-held reporting codes have been loaded into the computer.

➡ *Automatic Sales Subscriber Reporting*

(Contact: Chris Minner, #1642)

- Recently conducted surveys have determined there is light use of subscriber reports.
- **Due to expense of computer resources used to build the reports and light use of automatic subscriber reports, we will discontinue automatic build of sales subscriber reports beginning Monday, December 22, 1997.** Subscriber will continue to be used for delivery of requested reports using assigned "U" numbers, FSC letters, Region/Division Maps, etc. Reports retrieved from Subscriber should now be requested/scheduled in SIS.
- In the future, we plan to use Mercury as a request and schedule vehicle for common sales reporting. Details forthcoming.

➡ *Retail Accrual Year End Issues*

(Contact: Anne Cullip, #1401)

- **Control Points**
  Please make ALL changes related to control points after January 1, 1998. To ensure that chain roll-ups for 1997 will remain intact, the 1997 Chain Control Points will be frozen on December 31, 1997.

  Example: If you have a control point at Chain ID 1234-00-00 for 1997, but change it to 1234-01-00 for 1998, the roll-up for 1997 will remain at 1234-00-00.

- **Transfer of Match to Base**

  If the RJR Match dollars for 1997 were transferred to Base, for 1998 the request for the transfer will have to be submitted to the ROU.

  If Base dollars for 1997 were approved by the AVP to be transferred to Match because no gap existed in the Chain and it did not need to be used for Partner Protection, the approval does need to be renewed by the AVP for 1998.

- **New Retail Accrual Contracts**
  If a NEW retail contract is being signed effective January 1998, please ensure to END the Old contract December 1997.

- **Trade Direct Marketing**
  Accruals for 1997 Trade Direct Marketing Programs will be done in Winston-Salem.

51859 0899

Source: https://www.industrydocuments.ucsf.edu/docs/qqgn0000